#### THE UNIVERSITY of TENNESSEE

Naifeh Center for Effective Leadership

in partnership with the TENNESSEE CENTER for PERFORMANCE EXCELLENCE presents the

### **BALDRIGE FORUM**

Excellent Performance Maximizes Taxpayer Investment



Harvey P. Gassaway Building, 2nd Floor, Room 227 Nashville International Airport (BNA) • Nashville • October 19 8:30 a.m. to 12 Noon • Registration fee – \$25 • Check-in – 8 a.m.

The University of Tennessee Naifeh Center for Effective Leadership will collaborate with the Tennessee Center for Performance Excellence to sponsor a workshop on the Baldrige process for performance improvement. The workshop will focus on applications in government.

Government leaders are always striving to be good stewards of the taxpayer's dollars and to operate their organizations as efficiently and effectively as possible. The workshop will introduce you to a proven approach to enhance the effectiveness of your government's programs and operations, while maximizing efficiency and saving those tax dollars.

For more than two decades, the Baldrige process has helped organizations sharpen their focus and improve results. Hear about actual stories from representatives in government who have successfully implemented worthwhile improvements, many resulting in positive financial savings.

For information or to register: www.leadership.tennessee.edu/baldridge For registration assistance: Contact Sherri Brown at (865) 974-6621 or sherri.brown@tennessee.edu.

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# Wednesday, October 19 Harvey P. Gassaway Building, Second Floor, Room 227 Nashville International Airport (BNA)

8:00 a.m.	Registration
8:30 a.m.	Baldrige Overview Katie Rawls, President and Chief Executive Officer Tennessee Center for Performance Excellence
9:00 a.m.	Session I: TRICOR's Performance Excellence Makeover: A Behind-the-Scenes View of TRICOR's TNCPE Journey Patricia Weiland, Chief Executive Officer, Tennessee Rehabilitative Initiative in Correction (TRICOR), State of Tennessee
9:45 a.m	Break
10:00 a.m.	Session II: Broad Improvements in a Thriving Municipality Patrick Lawton, City Administrator, Germantown
10:45 a.m.	Session III: Consistent Quality that Produces Dividends Marva Doremus, Assistant Administrator, Adult Education Division Labor and Workforce Development, State of Tennessee
11:30 a.m.	Question/Answer Session w/Panel Tennessee
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Excellence